

# Boarding & Cleaning Monthly Backlog Codes & Regulations

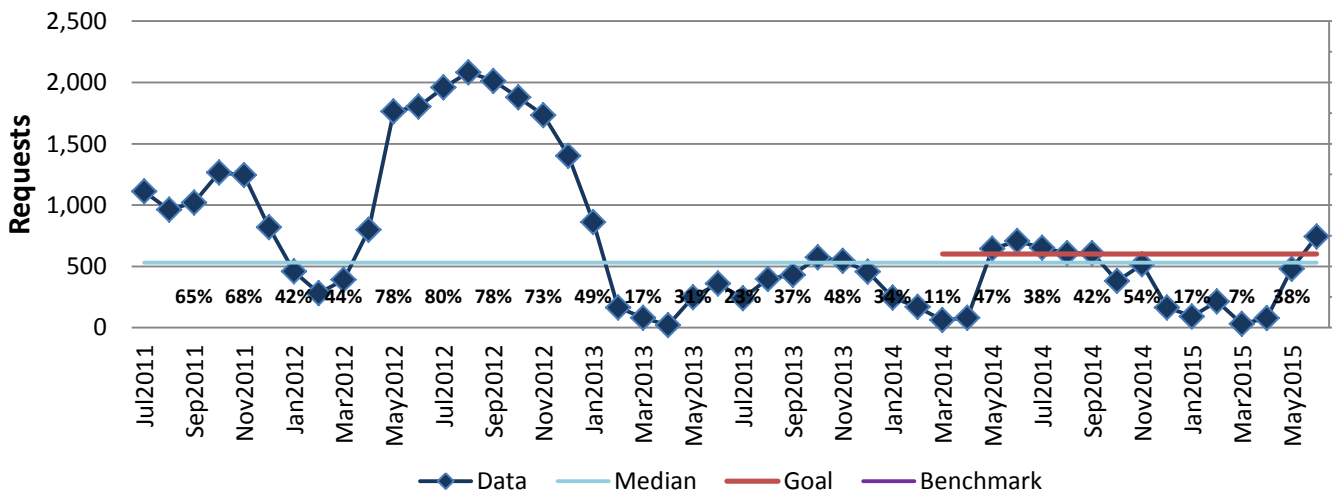


KPI Owner: Darrell Coomer

Process: Property Maintenance

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY13 Monthly average: 1,066 open Goal: Maintain a backlog of no greater than 600 open boarding, cleaning and cutting cases in a month.  Benchmark: TBD		Data Source: Hansen  Goal Source: Dept Strategic Plan  Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: The number of service requests open at the end of each month.  Why Measure: Helps quantify the challenge of dealing w/ neighborhood blight.  Next Improvement Step: TBD		
How Are We Doing?					
Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Actual		Jun2015 Goal	Jun2015 Actual	
7,200	4,563		600	743	
Requests	Requests		Requests	Requests	

## Boarding & Cleaning Monthly Backlog



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.